

Springfield College
Recreation Management Program
Learning Outcomes Assessment Report:
Academic Year 2016-2017

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Introduction

The “Springfield College Recreation Management Program Learning Outcome Assessment Report: Academic Year 2016-2017” highlights results from data collected throughout the Fall 2016 and Spring 2017 semesters. The learning outcomes assessed have been reduced from those initially proposed during the 2015-2016 academic year. The eight learning outcomes (LO) include the following:

- 7.01: Foundational knowledge
 - LO1. Nature and Scope
 - LO2. Techniques and Processes
 - LO3. Foundations
- 7.02: Programming for varying experiences
 - LO4. Programming
 - LO5. Leadership
- 7.03: Operational and strategic management
 - LO6. Operations
 - LO7. Critical Thinking
- 7.04: Internship
 - LO8. Internship

The assessment indicators will be discussed throughout this report. Throughout the report, the expected performance level across all measures is that 70% of students achieve a C+ or higher OR a “job entry” level or higher for internship assessments or an “increasing independence” level for practicum assessments during Fall 2016 and “met” standard during Spring 2017. These standards were established by the Department of Sport Management and Recreation faculty for the various LO performance measures.

In addition to highlighting data collection findings, this report addresses questions regarding anticipated major program changes due to learning outcome results, planned revisions to measures, planned revisions to learning outcomes, and any changes to the assessment schedule.

Program Assessment Coordinator

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7.01 Assessment

The 7.01 standard indicates that “Students graduating from the program shall demonstrate the following entry-level knowledge: a) the nature and scope of the relevant park, recreation, tourism or related professions and their associated industries; b) techniques and processes used by professionals and workers in these industries; and c) the foundation of the profession in history, science and philosophy.”

Learning Outcomes Assessed

From the 7.01 standard, LO1, LO2, and LO3 were assessed:

- LO1. Nature and Scope: Students will demonstrate entry-level knowledge of the nature and scope of relevant recreation related professions and their associated industries
- LO2. Techniques and Processes: Students will demonstrate entry-level knowledge of techniques and processes used by professionals and workers in the relevant recreation related professions and their associated industries
- LO3. Foundations: Students will demonstrate entry-level knowledge of the foundation of the relevant recreation related professions in history, science, and philosophy

Assessment Methods Used

Modifications were made to learning outcome measures. The RM-SEMI has been discontinued as a comprehensive assessment and we have moved to using our two comprehensive courses as the primary sources of data for learning outcome assessment. The instrument called Recreation Management Practicum Student Assessment (RM-PSA) has been developed and has been used in place of the RM-SEMI. In addition, during the process of collecting data for 7.01 learning outcomes, we were not able to collect internship information as no RM student went out for their internship. To compensate for this, data collection will be modified from Fall semesters to Summer semesters given the increase of RM students doing their internships in the Summer semesters. A thorough description of the items used may be found in the following document: “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017.”

The following measures were used to assess learning outcomes 1-3; the “M” identifies the specific measure:

- LO1.M1: SMRT 103 Exam 2
- LO1.M2: RM-PSA, Item 3
- LO2.M1: RM-PSA, Item 4
- LO2.M2: RM-ISA, Item 3
- LO3.M1: SMRT 103 Exam 1
- LO3.M2: RM-PSA, Item 5

Assessment Results

Performance measures were collected during the Fall 2016 and Spring 2017 semesters. The expected performance level across all measures is that 70% of students achieve a C+ or higher OR a “job entry” level or higher for internship assessments or an “increasing independence” level for practicum assessments during Fall 2016 and “met” standard during Spring 2017.

Table 1: 7.01 performance measures and results

LO	Performance Measure	Assessment Results
LO1.M1	SMRT 103 Exam 2	Fall 2016: 80% (n=5) (met)
LO1.M2	RM-PSA, Item 3	Spring 2017: 100% (n=4) (met)
LO2.M1	RM-PSA, Item 4	Fall 2016: 0% (n=4) (unmet) Spring 2017: 100% (n=4) (met)
LO2.M2	RM-ISA, Item 3	No interns to assess
LO3.M1	SMRT 103 Exam 1	Fall 2016: 60% (n=5) (unmet)
LO3.M2	RM-PSA, Item 5	Spring 2017: 100% (n=4) (met)

Analysis of Results

The results suggest students are meeting minimum standards for the LO1, with both measurement standards being met. LO2 and LO3 had mixed results. For LO2, during the Fall semester, no student met the minimum standard while all students did in the Spring semester. This is most likely due to a change scale used for the measures as to opposed to an increase in student capacity. More detailed information on the measurement modification may be found in “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017.” For LO3, 60% (3 of the 5) students met the minimum standard, but two students did not. At the moment, no changes are recommended, but this should continue to be monitored.

7.02 Assessment

The 7.02 standard indicates that “Students graduating from the program shall be able to demonstrate the ability to design, implement, and evaluate services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.”

Learning Outcomes Assessed

From the 7.02 standard, LO4 and LO5 were assessed:

- LO4. Programming: Students will demonstrate the ability to design, implement, and evaluate services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity
- LO5. Leadership: Students will demonstrate leadership skills that are need in the provision of recreation programs and services

Assessment Methods Used

In the process of collecting data for 7.02 learning outcomes, we were not able to collect internship information as no RM student went out for their internship. To compensate for this, data collection during the Summer semesters will be added in next year’s report given the increase of RM students doing their internships in the Summer semesters. In addition, as with the 7.01 series, the RM-PSA has been developed and has been used in place of the RM-SEMI. Moreover, the SMRT 120 and SMRT 106 final exams are no longer used as assessment measures as those exams are no longer provided. A thorough description of the items used may be found in the following document: “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017.”

The following measures were used to assess learning outcomes 4-5; the “M” identifies the specific measure:

- LO4.M1: RM-PSA, Items 6-10
- LO4.M2: RM-ISA, Items 4-8
- LO5.M1: RM-PSA, Item 11
- LO5.M2: RM-ISA, Item 9

Assessment Results

Performance measures were collected during the Fall 2016 and Spring 2017 semesters. The expected performance level across all measures is that 70% of students achieve a C+ or higher OR a “job entry” level or higher for internship assessments or an “increasing independence” level for practicum assessments during Fall 2016 and “met” standard during Spring 2017.

Table 2: 7.02 performance measures and results

LO	Performance Measure	Assessment Results
LO4.M1	RM-PSA, Items 6-10	Fall 2016: 0% (n=4) (unmet) Spring 2017: 100% (n=4) (met)
LO4.M2	RM-ISA, Items 4-8	No interns to assess
LO5.M1	RM-PSA, Item 11	Fall 2016: 25% (n=4) (unmet) Spring 2017: 100% (n=4) (met)
LO5.M2	RM-ISA, Item 9	No interns to assess

Analysis of Results

For both LO4.M1 and LO5.M1, during the Fall semester, the minimum standard was not met for the respective RM-PSA items while all students met the minimum standard in the Spring semester. This is most likely due to a change scale used for the measures as to opposed to an increase in student capacity. More detailed information on the measurement modification may be found in “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017.”

7.03 Assessment

The 7.03 standard indicates that “Students graduating from the program shall be able to demonstrate entry-level knowledge about operations and strategic management/administration in parks, recreation, tourism and/or related professions.”

Learning Outcomes Assessed

From the 7.03 standard, LO6 and LO7 were assessed:

- LO6. Operations: Students will demonstrate entry-level knowledge of operations, including finance, legal, marketing, and human resources, and strategic management in relevant recreation related professions
- LO7. Critical Thinking: Students will demonstrate entry-level knowledge of critical thinking skills and techniques

Assessment Methods Used

The measures for the 7.03 series were modified due to four changes. First, the learning outcomes focusing on finance and human resources have been integrated into LO6 (operations). As such, items 12 and 13 from the RM-ISA have been added to LO6.M2 and the LO6 learning outcome statement has been modified to include finance, legal, marketing, and human resources. Second, we were not able to collect internship information as no RM student went out for their internship. To compensate for this, data collection during the Summer semesters will be added in next year’s report given the increase of RM students doing their internships in the Summer semesters. Third, the midterm exam for SMRT 440 has been removed as a measurement indicator as it was eliminated from the course. Lastly, LO7.M3, the internship case study, was also added to further understand students’ ability to critically think in applied settings. A thorough description of the items used may be found in the following document: “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017.”

The following measures were used to assess learning outcomes 6 and 7; the “M” identifies the specific measure:

- LO6.M1: RM-PSA, Items 12, 14
- LO6.M2: RM-ISA, Items 10-13, 15
- LO7.M1: RM-PSA, Items 13, 17
- LO7.M2: RM-ISA, Item 14, 18
- LO7.M3: Internship case study overall grade

Assessment Results

Performance measures were collected during the Fall 2016 and Spring 2017 semesters. The expected performance level across all measures is that 70% of students achieve a C+ or higher OR a “job entry” level or higher for internship assessments or an “increasing independence” level for practicum assessments during Fall 2016 and “met” standard during Spring 2017.

Table 3: 7.03 performance measures and results

LO	Performance Measure	Assessment Results
LO6.M1	RM-PSA, Items 12, 14	Fall 2016: 67% (n=6) (unmet) Spring 2017: 100% (n=4) (met)
LO6.M2	RM-ISA, Items 10-13, 15	No interns to assess
LO7.M1	RM-PSA, Items 13, 17	Fall 2016: 17% (n=6) (unmet) Spring 2017: 100% (n=4) (met)
LO7.M2	RM-ISA, Item 14, 18	No interns to assess
LO7.M3	Internship case study overall grade	No interns to assess

Analysis of Results

For both LO6.M1 and LO7.M1, during the Fall semester, the minimum standard was not met for the respective RM-PSA items while all students met the minimum standard in the Spring semester. This is most likely due to a change scale used for the measures as to opposed to an increase in student capacity. More detailed information on the measurement modification may be found in “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017.”

7.04 Assessment

The 7.04 standard indicates that “Students graduating from the program shall demonstrate, through a comprehensive internship of not less than 400 clock hours and no fewer than 10 weeks, the potential to succeed as professionals at supervisory or higher levels in park, recreation, tourism, or related organizations.”

Learning Outcome Assessed

From the 7.04 standard, one learning outcome (LO8) was assessed:

- LO8 Internship: Students will demonstrate the potential to succeed as a professional at supervisory or higher levels in recreation organizations by the culmination of a recreation internship of not less than 405 clock hours and no fewer than 10 weeks.

Assessment Methods Used

A thorough description of the items used may be found in the following document: “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017.” Data for all three SMRT 485 measures (LO8.M1-M3) are collected at the end of the internship experience. The overall performance assessment (M1), which includes all assignments, is provided by the faculty supervisor. The agency supervisor provides an overall evaluation of the practical internship performance (M2) and evaluates the potential of their intern to succeed as a professional at a supervisory or higher level (M3). The agency supervisor provides their evaluation through an electronic survey hosted by SurveyMonkey.

As no student went out on internship during the Fall 2016 or Spring 2017 semesters, data collection has been modified to include the Summer semesters. This change will be seen in next year’s report.

The following measures were used to assess learning outcome 8; the “M” identifies the specific measure:

- LO8.M1: SMRT 485 Overall Performance
- LO8.M2: RM-ISA, Item 32
- LO8.M3: RM-ISA, Item 31

Assessment Results

Internship data were not collected for Fall 2016 or Spring 2017 as no RM program undergraduate students did their internship during those semesters.

Analysis of Results

No results are available given the lack of students enrolled in the internship during the Fall 2016 or Spring 2017 semesters.

Planned Program Improvement Actions Resulting from Outcomes

During the 2016-2017 academic year, the assessment process and measures were refined along with the learning outcomes. This has assisted in the data collection and reporting for the assessment of RM learning outcomes and positioned us to provide better longitudinal data which would be used to make programmatic changes.

The data collected during this academic year provided varying results. These are discussed in more detail throughout this report, but overall, we are not recommending any programmatic changes specific to the RM learning outcomes. Students are currently provided ample opportunities to engage and interact with the learning outcome focal areas, and most of the indicators suggest students are meeting minimum standards set by the SMRT Department.

Moving forward, the learning outcome results will be shared with Department faculty and unmet performance measures will be discussed with faculty teaching the respective courses to bring an awareness to the unmet performance measures.

Planned Revision of Measures or Metrics

While there were a few changes to the measurement of RM learning outcomes, all of which may be found in “Springfield College Recreation Management Program Learning Outcome Assessment Indicators 2016-2017,” perhaps the most impactful was the removal of the RM-SEMI comprehensive exam and its replacement with the RM-PSI. While the RM-SEMI was a comprehensive exam, the RM-PSI focuses on the practicum, a comprehensive experiential learning opportunity for students. This assessment change was in line with the experiential focus of our program.

Planned Revisions to Learning Outcomes

During the 2016-2017 academic year, we reduced the number of learning outcomes from ten to eight. This was done by aggregating the human resource and legal learning outcomes into the operations learning outcome (LO6). At the moment, no further revisions to the learning outcomes are anticipated for next year.

Changes to Assessment Schedule

The assessment schedule may be found in Appendix A. The following changes were made to the assessment schedule:

1. Data will now be collected during the Summer semesters for all internship measures used to assess RM learning outcomes
2. The assessment schedule has been modified to reflect changes in RM learning outcomes and respective measures identified throughout this report

Appendix A

2016-2020 RECREATION PROGRAM LEARNING OUTCOMES ASSESSMENT PLAN:
 7.0 ASSESSMENT SCHEDULE
 Department of Sport Management and Recreation
 Springfield College

7.0	OBJ/M	M	Items	2016		2017			2018			2019			2020
				SP	F	SP	SU	F	SP	SU	F	SP	SU	F	SP
7.01	LO1.M1	103	Exam 2		X			X			X			X	
	LO1.M2	PSA	3			X		X	X		X	X		X	X
	LO2.M1	PSA	4		X	X		X	X		X	X		X	X
	LO2.M2	ISA	3			X	X	X	X	X	X	X	X	X	X
	LO3.M1	103	Exam 1		X			X			X			X	
	LO3.M2	PSA	5		X	X		X	X		X	X		X	X
7.02	LO4.M1	PSA	6-10		X	X		X	X		X	X		X	X
	LO4.M2	ISA	4-8			X	X	X	X	X	X	X	X	X	X
	LO5.M1	PSA	11		X	X		X	X		X	X		X	X
	LO5.M2	ISA	9			X	X	X	X	X	X	X	X	X	X
7.03	LO6.M1	PSA	12, 14		X	X		X	X		X	X		X	X
	LO6.M2	ISA	10-13, 15			X	X	X	X	X	X	X	X	X	X
	LO7.M1	PSA	13, 17		X	X		X	X		X	X		X	X
	LO7.M2	ISA	14, 18		X	X	X	X	X	X	X	X	X	X	X
	LO7.M3	CS	Overall		X	X	X	X	X	X	X	X	X	X	X
7.04	LO8.M1	485	Overall	X	X	X	X	X	X	X	X	X	X	X	X
	LO8.M2	ISA	32	X	X	X	X	X	X	X	X	X	X	X	X
	LO8.M3	ISA	31			X	X	X	X	X	X	X	X	X	X

X=Data collection for RM program assessment